

Montgomery County Government Continuity of Operations Plan Overview Guide



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EXECUTIVE SUMMARY

This Continuity of Operations Plan presents a framework of operational procedures to assure functionality across a wide range of potential emergency situations. However, **in an emergency it is important to keep in mind that human safety is always the highest priority.** This Plan consists of two sections: this *overview section*, which gives an explanation of each of the major components of a COOP plan, and *the information section*, a regularly-reviewed and updated document containing all of the details for each component. The information section will be stored and maintained in the COOP boards on the WebEOC platform.

This Plan provides for resumption of essential operations within 12 hours, and sustaining essential operations for a period of at least 14 days in the event of a localized, statewide, or public health emergency. During these 14 days the primary objectives are to:

- Minimize injury, loss of life, and property damage;
- Ensure the continuous performance of essential functions and operations; and
- Protect facilities, systems, equipment, records, and assets.

The COOP Plan is a living document; thus, staff must review and perform maintenance on the Plan in order to keep it up-to-date and effective.

The COOP Plan is activated in response to emergency situations. Depending on the scale of the incident, the COOP Plan may be activated in whole or in part.

A viable COOP capability consists, at a minimum, of the following:

- Must be maintained at a high-level of readiness;
- Must ensure all external agencies mentioned in this Plan are aware of and accept their agency's roles and responsibilities contained herein;
- Must be capable of implementation both with and without advance warning;
- Must provide for regular assessment of essential functions;
- Must provide for regular risk analysis of current alternate operating facilities;
- Must identify alternate operating facilities and areas where the ability to initiate, maintain, and terminate continuity of operations is maximized;
- Should consider locating alternate operating facilities in areas where power, telecommunications, and internet grids would be distinct from those of the primary facility.

INTRODUCTION

A. Purpose

The purpose of establishing a COOP Plan for this office is to ensure the continuity of essential organizational functions after a disaster. The Plan is an “all-hazards” plan, meaning it is a well-designed plan that will allow an organization to continue its essential functions after any type of emergency, large or small. The key purposes of this COOP Plan are to:

- Minimize injury, loss of life, and property damage;
- Ensure continuous performance of essential functions and operations;
- Protect facilities, equipment, records, and other assets;
- Reduce or mitigate disruptions to operations;
- Identify and designate principals and essential support staff;
- Facilitate decision-making for execution of these plans and the subsequent conduct of operations.

B. Applicability and Scope

The provisions of this COOP Plan are applicable to all operations and personnel in this Division/Agency. This plan will be fully or partially activated whenever any personnel, facility, or function is affected by a threat, disaster, or emergency that could affect Division/Agency operations. The plan provides for resumption of operational capability within 12 hours and sustaining essential operations for a period of at least 14 days. In addition, this plan addresses the issues related to recovery after COOP activation and provides detailed plan maintenance procedures. However, the plan does not present a detailed recovery strategy for return to normal operations.

The COOP Plan does not address emergency response procedures such as evacuation or shelter-in-place. These procedures are addressed in the Facility Emergency Action Plan (FEAP) for each County facility. FEAPs are available to all employees, and evacuation routes are clearly posted in all County facilities. It is incumbent upon each employee to familiarize him/herself with emergency response procedures for their particular facility.

C. How to Use This Plan

The plan commences with a *Planning Considerations and Assumptions* section which details planning scenarios, general assumptions, and gives a broad view of COOP plan activation. The plan is then organized to provide detailed guidance on the key components that go into a viable COOP plan. Following these are sections on *Exercise and Training, Maintenance and Updates, After Action Report/Improvement Plan*, and *Plan Distribution and Storage*.

PLANNING CONSIDERATIONS AND ASSUMPTIONS

COOP SCENARIOS: This Plan assumes three basic scenarios that may cause a disruption to normal office operations. The scenarios are:

| Scenario Type | Examples |
|---|--|
| 1. <u>Small Scale</u>: An event in which all or most of the building(s) is affected and some or all functions must be cancelled or transferred to alternate sites. COOP Plan activated. ICS may or may not be activated. | <i>Building Fire:</i> A fire has occurred in a section of an office/facility and caused smoke and water damage throughout. |
| 2. <u>Large Scale</u>: A local area event that requires building functions to be transferred to an alternate site outside the local area. COOP Plan activated. ICS may be activated. | <i>Tornado:</i> A storm has caused widespread destruction and damage to offices/facilities throughout the area. |
| 3. <u>Catastrophic</u>: An event that threatens the County government's ability to function at its most basic level, including, but not limited to, protection of life safety and welfare. (See <i>Montgomery County Maryland Continuity of Government Plan</i> .) Continuity of Government (COG) Plan activated. ICS activated. Priority given to continuity of County Essential Functions (CEFs). Departmental COOP plans prioritized and activated as available resources allow. | <i>Terrorism:</i> A 'dirty bomb' has resulted in the release of large amounts radiological material in the Rockville core, rendering County facilities in the area unusable for an extended period of time, and resulting in widespread health issues. |
| 4. <u>Public Health Emergency</u>: An event that affects individuals but during which each division/agency could continue to function at the primary facility. Social distancing could be implemented for personnel required to report to the primary facility, while telework for others may be necessary. Public health plans such as Strategic National Stockpile plan or Pandemic Influenza plan are activated. COOP Plan activated. ICS activated. | <i>Pandemic Flu:</i> A public health emergency from pandemic influenza has led to concerns of further spread. |

PLAN ASSUMPTIONS:

GENERAL ASSUMPTIONS

- Certain functions may not be essential to the emergency operations of any agency or division, and can be suspended without harm to personnel or clients during an emergency.
- A wide range of events could potentially disrupt the ability of an office to deliver its services.
- These events could impact facilities, technology, and staff. Such events may render the facility unusable or inaccessible, technology inoperable, and/or staff unavailable.
- The events may indirectly impact all of the facilities and staff of an office, or impact only a portion of those facilities and/or staff.

- Personnel who have been assigned specific responsibilities within the COOP Plan are willing and able to carry out those responsibilities.
- Personnel will be provided adequate training on their respective roles during a COOP event.
- Activation of a departmental COOP plan may be superseded and/or delayed by the activation of the Montgomery County COG Plan in the event of a catastrophic event. Departmental COOP plans that are not part of the COG plan will be prioritized and activated based upon the nature and severity of the event and availability of resources.

COOP ACTIVATION

- Activation of the COOP Plan may be required at any time – during business or non-business hours.
- Based on the nature and severity of an event, the department may only need to activate selected portion(s) of their COOP Plan. The Plan is written with the flexibility to address different scenarios.
- The departmental COOP Program Manager (PM) will be responsible for COOP Plan activation for the office, and will be responsible for coordinating COOP Plan activities for their respective office(s). Overall departmental leadership will follow the Orders of Succession and Delegation of Authority as outlined in the COOP Plan.
- The COOP Plan is a guide for the department to follow in establishing operations following a disaster or other disruptive event. Authority for emergency response and life-safety activities rests with local public safety and emergency responders, and will take precedence over COOP-related activities.

ALTERNATE FACILITIES

- The COOP Plan will be accessible at all times and in all primary and alternate locations. Both hardcopy and electronic (WebEOC) versions should be available. Hardcopies may be stored at the alternate site(s) and/or at an offsite location where it will be accessible when needed.
- The COOP PM is responsible for coordinating identification of alternate facilities with the primary occupants of those facilities; i.e., owners/primary occupants of facilities must be informed in advance that their facilities have been designated as an alternate facility, and appropriate accommodations and arrangements must be negotiated and agreed upon.
- Department's designated alternate facilities are compatible with all telecommunications, internet systems, mail services, physical security, and public access requirements.
- When COOP Plan activation necessitates relocation to an alternate site, the COOP PM will assess the situation and notify appropriate personnel to facilitate preparation of the facility(ies) for arrival of key personnel or their designees from affected office(s).
- The Department Director/Manager is responsible for securing and maintaining the operations status of all primary and alternate facilities prior to, during, and following an emergency event.
- The COOP PM or his/her designee(s) will then be responsible for disseminating administrative and logistical information to all other arriving office personnel.
- Key personnel will then begin retrieving stored information, data and, equipment to prepare to continue essential functions on site.
- See *Implementation and Relocation* section for more information on relocation to alternate facilities.

COMMUNICATIONS

- The Public Information Office will be the primary conduit for emergency communications with the media and the public.
- Individual departments will develop a strategy for notifying staff of when and where to report to work, their specific roles and responsibilities, etc.
- Departments will be responsible for notifying internal (i.e., Montgomery County departments and agencies) and external partners of any changes in contact numbers, office locations, hours of operation, etc. resulting from their COOP activation.
- See *Communications* section of plan for more detailed information.

MAINTENANCE AND TRAINING

- Appropriate funding and resources will be provided to support COOP planning, implementation, and training.
- The COOP Plan will be maintained and updated based on monthly WebEOC COOP drills, annual exercises, and personnel, procedural, or operational changes.
- Cross-training will be provided within offices to the fullest extent possible.
- It is recommended that each employee is responsible for creating and stocking his/her own Go-Kit, which is designed to last for 72 hours during a shelter-in-place situation.
- Plan updates will be applied to all copies of the Plan, including electronic (soft) copies and all hard copies.

KEY PERSONNEL

- **Essential Personnel:** These personnel are employees designated in the COOP Plan as necessary to conduct a COOP Mission Essential Function (MEF). These employees are to follow the instructions of the COOP PM as well as the instructions in the COOP Plan, unless instructed otherwise.
- **Relocation/Set-Up Team:** The individuals on this team will be among the first to be deployed in the event of a COOP plan activation. They will be responsible for transporting critical equipment/materials to the designated alternate site, and for preparing the site for the arrival of the Essential Personnel.
- **Non-Essential Personnel:** While these personnel do not provide primary support to the Department's Mission Essential Function(s), they may be called upon to substitute for essential personnel who are missing or otherwise unavailable. They also may be assigned other responsibilities, such as Relocation/Set-Up Team. It is therefore recommended that cross-training be provided to prepare these individuals for such roles. It is also imperative that non-essential personnel are included in the communications loop, to include initial notifications and status updates throughout the COOP event.

COMMUNICATIONS

This section provides an overview of how individuals within the office will be notified of a COOP activation, followed by initial implementation steps.

ALERTING PERSONNEL

Primary Methods: Telephone, SMS Text, Email

The decision to activate a departmental COOP plan must be communicated to all department staff as quickly and expeditiously as possible in order to protect life and safety of employees and to minimize operational down time.

The COOP plan must include contact information for all department/agency employees, with multiple methods of contact (including work and home phone numbers, work and personal cell numbers, and work and personal email addresses) to ensure that they can be reached. Contact information for essential employees should be maintained in the *Human Capital Management* board in WebEOC; contact information for non-essential staff may be maintained in the same board or as a file saved in the department's folder in the WebEOC File Library. Messaging for staff may vary based upon their roles in a COOP activation (i.e., essential vs. non-essential employees).

ONGOING STATUS COMMUNICATIONS

Primary Methods: Telephone, SMS Text, Email

Communications during and following a COOP event is one of the most critical elements of the Plan. Employees need to be kept aware of the status of the Department's recovery, especially if they are 'non-essential' and not part of the initial staff deployment. Partner organizations – both internal and external – also need to receive ongoing status updates. The COOP PM will work closely with department/agency leadership throughout the activation to provide timely updates.

EXTERNAL COMMUNICATIONS

Primary Methods: Media (television, radio, newspapers), MC311, AlertMontgomery

A large scale emergency scenario necessitates the coordination of all public information and media communication activities through a Joint Information Center (JIC) based out of a County Emergency Operations Center (EOC). The lead for Public Information Communication will be the County PIO. The PIO will participate in the operation of the JIC, as will PIOs from other agencies and organizations responding to the event. All media requests for information will be referred to the JIC – employees are not to speak with the media unless otherwise authorized by Management. MC311 will receive instructions on how to respond to various information requests from the public. AlertMontgomery will also be utilized to disseminate public safety and awareness information.

COMMUNICATIONS OBJECTIVES:

- Provide up-to-date information about the impact of the emergency on normal operations.
- Provide current information on revised or amended emergency processes and procedures. Inform the public where necessary.
- Respond to rumors with accurate information.

Example Office or Agency contact information list: The following table contains an example contact information list for key agency staff:

| POSITION | NAME | OFFICE | PRIMARY LOCATION | ALTERNATE LOCATION | CONTACT INFORMATION |
|----------|---------------------|----------------|------------------|--------------------|---|
| DIRECTOR | First and Last Name | Name of Office | Building, Room # | -- | Office: Cell: E-Mail: first name.last name@montgomerycountymd.gov |
| TITLE | First and Last Name | Name of Office | Building, Room # | -- | Office: Cell: E-Mail: first name.last name@montgomerycountymd.gov |
| TITLE | First and Last Name | Name of Office | Building, Room # | -- | Office: Cell: E-Mail: first name.last name@montgomerycountymd.gov |
| TITLE | First and Last Name | Name of Office | Building, Room # | -- | Office: Cell: E-Mail: first name.last name@montgomerycountymd.gov |
| TITLE | First and Last Name | Name of Office | Building, Room # | -- | Office: Cell: E-Mail: first name.last name@montgomerycountymd.gov |

IMPLEMENTATION AND RELOCATION

Once the alert and notification process has been completed and an emergency response has gone into effect, the COOP PM must implement the COOP Plan, including relocation to an alternate facility following evacuation of the primary facility.

STEP 1: INCIDENT TRACKING

Incident Tracking involves keeping a running account of all communications, activities, expenditures, and resource utilization during an emergency.

INCIDENT TRACKING OF PERSONNEL

Incident tracking of personnel should include the following information:

- Where is the employee?
- When and how was contact made with the employee?
- What instructions or information were provided to the employee?

STEP 2: RELOCATION TO ALTERNATE FACILITY

- Based on the situation and circumstances of the event, the Department Director/Manager, COOP PM, or their designee will evaluate the capability and capacity levels required to support the current essential function of the facility and select appropriate alternate facilities for each division from the listing of available alternate facilities in the COOP Plan.
- Relocation/Set-Up Team must report to an assembly site or deploy to the designated alternate facility to resume essential functions within 12 hours of the emergency event.
- Under the direction of the COOP PM, the Relocation/Set-Up team will prepare the alternate site for the arrival of staff and the resumption of the Mission Essential Function(s). Key personnel will assist in the movement of records and equipment critical to operations.
- The Department Director/Manager has overall responsibility for notification within the department and the relocation itself. In his/her absence the authority is delegated to those persons outlined in the order of succession list.
- The Department Director/Manager may designate an overall coordinator to ensure the correct prioritization of support. The supervisors of the various functional areas will be responsible for their assigned areas.

ESSENTIAL FUNCTIONS

DEFINITION: Essential functions are those functions that should not be interrupted or deferred by an emergency scenario, and must be maintained for up to 14 days following an emergency scenario. Use this chart to determine which activities must be resumed during a COOP activation.

IS IT A MISSION ESSENTIAL FUNCTION (MEF)?

In order to determine if it is an essential function, you may wish to look at the following:

- Office mission statement;
- Controlling ordinances, statutes or case law;
- Departmental policies.

INSTRUCTIONS:

- Rank MEFs according to their priority so that the Relocation/Set-Up team knows when to activate which functional capabilities and in what order.
 - **NOTE:** More than one function can be assigned the same priority.
- Record the length of time in which the MEF must be resumed under “Recovery Time.”
 - **NOTE:** Each office may determine the necessary Recovery Time for each MEF. Unless otherwise noted by the office, the suggested Recovery Time shall be:
 - Priority 1 = Recovery Time within 12 – 24 hours
 - Priority 2 = Recovery Time 2-3 days
 - Priority 3 = Recovery Time within 4-14 days
- MEFs for each office and/or division should be explained to all personnel.
- Updates to MEFs will be managed by the COOP PM, in coordination with appropriate division/department management.

ORDERS OF SUCCESSION AND DELEGATION OF AUTHORITY

DEFINITIONS:

ORDERS OF SUCCESSION: Orders of succession are provisions for the assumption of senior departmental leadership positions during an emergency when the incumbents are unable or unavailable to execute their legal duties.

WHEN IS ORDER OF SUCCESSION APPROPRIATE?

- When an individual in a leadership position is not available during the COOP event.
- The successor takes over that individual position's entire leadership roles, unless otherwise specified. For example, if the leadership transfer is temporary or short-term, the incumbent leader may not want the successor to have hiring and/or firing authorities.
- All leadership responsibilities of that position are transferred to the successor for the duration of the COOP event, or until the incumbent is able to return to duty.

DELEGATION OF AUTHORITY: Delegations of Authority specify who is authorized to make decisions or act on behalf of the department head and other key officials for specific purposes during COOP emergencies to include, making personnel management decisions, approving commitment of resources and signing contracts.

WHEN IS DELEGATION OF AUTHORITY APPROPRIATE?

- When an individual performing an essential function is temporarily unavailable or unable to complete the essential function under his/ her purview.
- The alternate temporarily performs specified essential functions.
- When the primary individual is available and able to perform the essential function, he/she resumes the responsibility.

VITAL RECORDS & EQUIPMENT

VITAL RECORDS AND DATABASES DEFINITION: Records or documents, regardless of media (paper, microfilm, audio or video tape, computer disks, etc.) which, if damaged, destroyed, or otherwise unavailable would disrupt the operation of essential functions, cause considerable inconvenience and/or require replacement or re-creation at considerable expense.

VITAL RECORDS AND DATABASE PLANNING should include the protection and availability of documents such as orders of succession, delegations of authority, financial, budget, personnel, case files, and property and procurement records that are required to support agency's essential functions.

INSTRUCTIONS:

- Use the information in the Vital Records board in WebEOC to determine the format/media of vital records and their locations.
- Document procedures for recovery of Vital Records at the alternate site.
- Identify partner(s) (e.g., Department of Technology Services) who will be required to recover Vital Records.

VITAL EQUIPMENT DEFINITION: Equipment that, if damaged, destroyed, or otherwise unavailable would disrupt the operation of essential functions and require replacement at considerable expense.

INSTRUCTIONS:

- Look at the equipment type listed in the Vital Equipment board in WebEOC and find the quantity needed in order for the office to conduct its essential functions.
- Determine whether the required resources are available to support the equipment type.
 - **NOTE:** It is assumed that the alternate facility has power and sufficient internet connectivity to support the vital equipment.
- If the primary equipment type is unavailable, the proposed alternate equipment should be utilized.

ALTERNATE FACILITIES

ALTERNATE FACILITIES DEFINITION: An Alternate Facility is a *pre-screened* and *pre-approved* location, other than the normal facility, used to conduct essential functions in the event that the primary facility is unavailable. The location of the designated alternate facility will depend on the scale of the event.

OEMHS will assist in selecting appropriate alternate locations to help to eliminate conflicts when multiple departments activate their COOP plans and need to relocate.

When COOP Plan activation necessitates relocation to an alternate site (See *Planning Considerations and Assumptions* for information on scale of the incident), the Department Director/Manager and the COOP PM will evaluate the situation and notify Relocation/Set-Up Team to facilitate preparation of the facility/facilities for arrival of staff from impacted offices. The COOP PM will then be responsible for disseminating administrative and logistical information to all other arriving office personnel. The Relocation/Set-Up Team will then begin retrieving stored information, data, and equipment to prepare to continue essential functions on site.

RECOVERY

DEFINITION:

Recovery: After the threat or disruption subsides, each office will need to transition back to pre-event status. Recovery actions will include:

- Returning the office to pre-incident work levels; and
- Assessing the COOP activation response and documenting the lessons learned.

PROCEDURES:

Recovery procedures will commence when the office supervisor ascertains that the emergency situation has ended and is unlikely to recur. Once this determination has been made, one or a combination of the following options may be implemented, depending on the situation.

- Continue to perform essential functions at the alternate facility for up to fourteen (14) days;
- Begin an orderly return to the affected facility and reconstitute full operations; and/or
- Begin to establish a reconstituted facility in some other facility.

The order to enter or reoccupy a primary or alternate facility will be issued once the Department/Agency Director/Manager, or designee, has received a confirmation of safety from the Department of General Services.

The designated director/manager will oversee the orderly transition of all essential functions, personnel, equipment, and records from the alternate facility to a new or restored facility. The Relocation/Set-Up Team will ensure that the new/restored facility is ready for use; the Team will test and verify telephones, network and internet connectivity, printers, security access, lighting, etc. Once the facility is verified as ready for use, the designated director/manager will oversee the informing of staff to return to work at a new facility or at the restored facility. Information will also be distributed on facility location, hours of operations, work assignments and other pertinent information regarding recovery.

When necessary equipment and documents are in place at the new or restored facility, the staff remaining at the alternate facility will transfer essential functions and resume normal operations.

EXERCISE AND TRAINING

DEFINITIONS:

Exercise: Exercises are a variety of simulations designed to keep the COOP Plan viable, validate plan assumptions, and to improve the ability of office staff to execute the Plan. Exercises may be *discussion-based* (seminars, workshops, tabletop exercises, games) or *operations-based* (drills, functional exercises, full-scale exercises).

Training: To maintain a viable COOP Plan, it is vital to train and educate employees about COOP and COOP Plan activation. In order for employees to understand their responsibilities during a COOP Plan activation, it is necessary to conduct formal training on a regular basis. It is suggested that COOP training is provided at new employee orientation.

Multi-year Strategy and Program Management Plan: The Homeland Security Exercise and Evaluation Program (HSEEP) provides a framework and methodology for planning and conducting exercises as part of a program of continuous improvement. Departments should incorporate a progressive approach in their multi-year exercise strategy, starting with discussion-based and progressing to operations-based exercises, increasing the complexity of each subsequent exercise while incorporating lessons-learned from previous exercises. The Montgomery County Office of Emergency Management and Homeland Security (OEMHS) will assist departments, as requested, in planning and conducting COOP exercises, and will provide County leadership with data on departments' participation in exercises.



MAINTENANCE AND UPDATES

DEFINITION:

Scheduled Maintenance: Scheduled maintenance is required to keep a COOP Plan up-to-date and effective. Additionally, it provides the benefit of ensuring that adequate resources (e.g., people and equipment) necessary to build and strengthen essential functions capabilities are identified and obtained.

OEMHS provides opportunities to review and update COOP plans with monthly WebEOC COOP drills. Each month, COOP PMs receive a drill that focuses on the review of one component of their COOP plan; over the course of several months, they will have completed a review (and, if necessary, update) of their entire plan. However, when significant changes in processes, staffing, etc. occur, the plan should be updated immediately, rather than waiting for the monthly drill.

CHECKLIST FOR UPDATES:

When determining the extent of the update needed, you may wish to **consider the following factors:**

- Are the goals and objectives still applicable?
- Have the priorities of the office changed?
- Do existing essential functions need to be reprioritized for implementation?
- Are the essential functions appropriate for the available resources or facilities?
- Have there been any changes in the mission statement, ordinances, statutes, case law, department policies, or employee policies that affect the functions of your office?
- Are staff names and their contact information still valid and correct?
- Is the information regarding Vital Records and Vital Equipment still valid? Have technology changes been accounted for?
- Is the management structure and hierarchy accurately reflected in the Orders of Succession and Delegation of Authority?

AFTER ACTION REPORT-IMPROVEMENT PLAN

DEFINITION:

After Action Report-Improvement Plan (AAR-IP): A narrative report that presents issues arising during an incident or exercise and recommendations on how those issues can be resolved. An After Action Meeting is held within 14 days following the incident or exercise, attended by representatives from affected or participating areas. The After Action Meeting focuses on the following:

- What worked well during the COOP event or exercise;
- Area(s) in need of improvement. These may include elements contained in (or missing from) the plan, incorrect assumptions in the plan, lack of adequate training or preparation for participants, etc.;
- Recommended improvements/courses of action;
- Assigned responsibility and target dates for the improvements.

Issues raised in the After Action Meeting and recommended improvements are documented in the AAR-IP which, at minimum, should include the following information:

- Summary of the COOP event or exercise (date, type of event or exercise, scenario, participants, actions taken, etc.);
- Major lessons learned (i.e., what did and did not work well);
- Recommended improvements/corrective actions;
- Individual(s) responsible for implementing improvements/corrective actions;
- Timeline for actions.

The AAR-IP will be provided to department management, with a copy forwarded to OEMHS.

The Improvement Plan will be reviewed periodically to track progress on and/or completion of improvement actions. As part of the review, owners of the actions will be asked to provide status updates.

OEMHS will, upon request, help to facilitate After Action Conferences and provide an AAR-IP template for departments to use following a COOP event or exercise.

PLAN DISTRIBUTION & STORAGE

RECOMMENDED PLAN DISTRIBUTION

The COOP plan is to be distributed to all Department/Agency management, employees who have been identified as essential support to MEFs, and employees who may have a role in the recovery (e.g., Relocation/Set-Up Team, back-up to essential employees, etc.) Distributed and stored copies may be printed hard-copy and/or electronic soft-copy, and will include both this overview document and the data portions of the plan, which can be exported from WebEOC in PDF format. Additional documents that are stored in the department's File Library in WebEOC should be included as needed. The COOP Plan must be stored in multiple locations, in multiple (hard copy and electronic) formats.

OFF-SITE STORAGE

The COOP Plan should be stored in an additional location, for use if the current storage location is unavailable or inaccessible. Suggestions for additional storage locations or formats include:

- Locked storage at alternate site(s)
- Supervisor's and/or COOP PM's home
- Relocation/Set-Up Team members' homes
- On thumb drive(s)
- On laptop hard drive(s)

SECURITY NOTICE REMINDER

The COOP Plan contains confidential and sensitive information. When determining the proper storage location(s), particularly with regards to off-site storage, remember that the COOP Plan should be **secure and readily accessible**.